



The Newsletter of the Badenoch & Strathspey Community Transport Company



## CONGRATULATIONS WINNERS



## FOR CHAMPIONING BSCTC!



Autumn 2016

Well hello from your Volunteer Recruitment & Social Development Officer!

Like everyone in the office, I am absolutely delighted with our recent award successes! Nominations were submitted and won in the following:-

- **Age Scotland Awards 2016**

**Volunteer of the Year 2016**

**Lynn Benge**

- **Highland Third Sector Interface Awards 2016**

**HTSI Volunteer of the Year**

**Neil Kendall**

**HTSI Outstanding Achievement**

**Joy Roberts**

- **Scottish Accessible Transport Association Awards 2016**

**SATA Individual Outstanding Achievement 2016 Neil Kendall**

- **MFR Community Awards 2016**

**MFR Volunteer of the Year 2016**

**Neil Kendall**

- **Scotland's Dementia Awards 2016**

**Best Community Support Initiative**

**Here 2 Help**

**Congratulations to all winners!**

Each and every one of our volunteers do a great job and contribute to the successes of our charity, BSCTC. We cannot thank you all enough for your contributions to help reduce loneliness and isolation in Badenoch & Strathspey. Our nominees are representatives of our projects and examples of good, successful volunteering.

Achieving our Volunteer Friendly Award in June this year was a sign that we have good volunteering practices, but we couldn't do any of it without you.

Our next celebration of our volunteers will be the Christmas Party, on Thursday 8 December, in the Cairngorm Hotel, Aviemore. We hope to see as many of you as possible there, for what promises to be a fun evening. It is great to be able to meet with you and thank you personally.

2017 Awards nomination forms are landing on my desk, so it's back to singing your praises. The worst thing about it is knowing we have winners, but having to keep it a secret, until we are allowed to tell!

2017 is also the 20<sup>th</sup> anniversary of our Community Car Scheme, so there will be some celebrating to do! We welcome your idea contributions, because it is YOUR celebration and another opportunity to sing your praises. So get in touch.

Thank you all and keep up the good work!

Ros Munro

## HIGHLAND THIRD SECTOR INTERFACE AWARDS 2016 by Joy Roberts

When Ros told me she had nominated me for the HTSI Outstanding Achievement Award and that I had won, I was shocked and amazed. I did quietly think to myself that it must have been a "slow nomination year" in this category. Our Neil Kendall was of course the very worthy winner of the Volunteer of the Year Award. Ros, Neil and I, along with our guests, attended the awards ceremony in the Strathpeffer Pavilion where the presentations were made by Drew Hendry MP. It was emotional and humbling to hear about the work of the organisations supporting refugees both here in Highland and those in camps in the Mediterranean. I was also pleased to see so many young volunteers receiving their Saltire Summit Awards and to hear the variety of their volunteering roles.

Since the ceremony I have been reflecting on and remembering the organisations I have been involved with over the last twenty odd years. From the Board of Voluntary Action Lochaber, Chair of Lochaber Community Care Forum when we began the car scheme in Lochaber, the handyperson scheme, a visitor befriending service and Talk Lochaber, a local talking newspaper service, Lochaber Visually Impaired Friendship Group to then moving to Aviemore and joining Badenoch & Strathspey Disability Access Panel, helping to bring together the visually impaired groups in the Strath and of course joining the Board of BSCTC. It has been a privilege and a pleasure working with all these organisations developing and providing services and support for elderly, vulnerable and disabled people in our communities. They all achieved their goals by having teams of dedicated and hard working staff and/or volunteers and I have been a very small member of these teams. In accepting my award I feel I represented the work of all these teams past and present.

How did I get started in this volunteering lark? Well it pretty much coincided with me becoming a team of two with my first guide dog Poppy. Then came Winter and now Velvet. Having a guide dog gives visually impaired people independence and makes you more visible in the community. The only disadvantage is that they are so cute so we have to stand in the front of promotional photos and unfortunately I am not as photogenic as they are.

Thank you Ros for nominating me. Velvet and I are honoured and proud to take one for all the teams, past and present.

## SCOTTISH DEMENTIA AWARDS by Helen Morris

On Thursday 22<sup>nd</sup> September, myself and four fabulous befrienders drove down to Glasgow to the Marriott Hotel to attend Scotland's Dementia Awards presentation ceremony. Here 2 Help had been shortlisted for the Best Community Support Initiative and were up against East Dunbartonshire Dementia Network and NHS Tayside Speech and Language Therapy Department so we felt very much the small fishies in the pond! To our surprise and amazement we WON the category and were awarded a trophy and certificate. If you would like to find out more and look at our presentation photo go to: <http://sda.dementiascotland.org> and click on the 'winners 2016' button.

And if you would like to join our award winning team please get in touch!

## A BEFRIENDING STORY by Pete Brown

I began as a volunteer driver for BSCTC in 2012 driving the minibus. I then saw a poster about the befriending and asked about it. I thought an hour a week is nothing and also thought, looking into the future that might be me! A lot of people are on their own and might not have family close by. Driving people gets them out, but when they go home it's often to an empty house.

In 2014 I signed up as a Befriender and did my induction. After a while, the Befriending Co-ordinator said there was a someone living nearby who had dementia and who needed a visitor. The co-ordinator introduced us and I agreed to visit every week. I found that she had a great sense of humour although lived very much in the past. She talked to me about her childhood in Cornwall, particularly her father and going to school, which she loved. And enjoyed telling me how they had bombing drills during the war when all the children and teachers needed to run outside and hide in the long grass.

Over the last two years it has been hard watching her get worse as I have also been through a lot personally with dementia in my own family. But when I rang her in the morning to say I was visiting she always answered the phone and knew me. We met each week for a cuppa and a chat. She then had a fall and myself and some neighbours found her on the floor. The paramedics came and checked her over and she was fine but it showed how vulnerable she was.

Being a volunteer gives me a sense of being part of the community. All the villages and towns here have a sense of community unlike the city in which I grew up. It's nice to 'give back' and to feel part of it. I am retired and I want to do something worthwhile. We are a society who doesn't care enough about the elderly, even within some families. It's also good company, talking to someone who has experienced life, gone through wars and had so many experiences!



*Here 2 Talk is a **\*NEW\*** telephone befriending service run by Here 2 Help at Badenoch and Strathspey Community Transport Company.*

*Here 2 Talk has trained befrienders who are able to call you up for a friendly chat each week. The service is completely free and available to anyone in Badenoch and Strathspey who may be lonely or isolated and would benefit.*

*If you would like to know more about Here 2 Talk please contact Helen on 01479 810004 or email [helen@ct4u.co.uk](mailto:helen@ct4u.co.uk)*

### SAVE THE DATES

Two events are planned for 2017. First of all a Burn's Supper on Thursday 26 January. And secondly, the Car Scheme's 20th Birthday celebration on Friday 7 July.

## SUMMER EVENTS

This year we attended Nethy Games and Carve Carrbridge, with only a momentary appearance at Grantown Show. Ros attended the latter, but was back in the office mid morning after a severe soaking followed by a complete change of clothes.



At Nethy Games we had a Nail Bar - playing Nail in the Bale and Hammer the Nail into the Log. £254.27 was raised at this event, even though we handed out loads of prize money. It was a fairly dry day so there was lots of people visiting the event.

We had our annual bottle stall at Carve Carrbridge where we raised £863.40, thanks to all the contributions of bottles from volunteers and other friends. This was a very busy day, with an almost non stop stream of people visiting the stand.



## COFFEE MORNINGS

Ros and Kirsty are in the middle of another round of volunteer coffee mornings. These get-togethers allow volunteers to share stories and encourage one another. New volunteers get to meet the rest of the team in their area and know they are part of the larger Car Scheme family. The office staff also get valuable feedback on how volunteers are finding their role. They can deal with any issues that

arise and enjoy the fun as volunteers tell of incidents they have been involved in. A perfect example is the following: •

*The volunteer went shopping at MacDonalDs before taking a client for physio appointment and lost her keys. Staff at MacDonalDs spent 20 minutes looking for her keys. She could not phone the Carscheme as her phone was locked in the car, so was about to run round to the Car Scheme office when called back for a final look. The keys were found in a security tag hole on the counter where she had paid for her purchases.*

*After dropping off her purchases at home she was about to set off for the client, but the car would not start. After phoning client to check appointment time, she got a tradesman working next door to jump start her car.*

*On arrival at the clients house the driver found her passenger door would not open since the central locking had not been activated by the jump starting. The client had a knee replacement and could not bend her knee, but managed to enter the passenger seat via the driver side and swinging her straight leg over the top of the steering wheel.*

*Happy ending! The client made her appointment!*

So far we have had coffee mornings for Aviemore, Carrbridge / Dulnain Bridge, Kinncraig and Newtonmore with others planned for Boat/ Nethy, Kingussie and Grantown.

## NEW STAFF MEMBER

Hello, my name is Maarianne and I am originally from Ottawa, in Canada, but now call Inverness home. I have just joined the BSCTC gang as graduate environmental assessor, having just completed my Masters degree in Developing Low Carbon Communities from UHI. This is a 10-week placement funded by the Big Lottery. I will be looking into the emissions from the minibuses as well as the car scheme and any other transport-related projects. I will also be looking into the office's energy usage and the energy used for charging the scooters and will hopefully come up with an emissions figure for these too. It is hoped that from these figures the BSCTC can start creating and achieving new targets for reducing their emissions and to make Badenoch & Strathspey an even greater place to live!



**Winter Driving** - As the nights draw in we start to think of winter and thus winter roads. This is always a popular course, taking everyone through their paces in preparation for whatever conditions lie ahead. This is a classroom based course. If you are looking for a more practical experience then we offer subsidised skid pan training as well.

**Deaf Awareness** - This is another staple on the Car Scheme training schedule. Bert Smale is our trainer, and he is himself deafened - but don't be put off by this. Bert ensures that everyone leaves with a thorough grounding in the subject, and he entertains throughout.

**Telephonist Training** - this is specifically aimed at our existing telephonists. However, if this is something you fancy then please let us know and we will train you up on a one to one basis.

## CAR SCHEME CELEBRATION

In the summer of 2017 the Car Scheme celebrates its 20th Birthday. We are already planning an event, with the help of volunteers. A date has been picked - 7 July, so save the date!

So far volunteers have come up with the following suggestions:

1. A (Harley style) ride out of Car Scheme drivers and BSCTC vehicles from Aviemore to Boat of Garten.
2. Use of Boat of Garten Hall.
3. A meal in some form or other.
4. A ceilidh or some other entertainment.

We are still looking for other ideas and suggestions, so if you have any thoughts please let us know in the office.



## AM FASGADH

Everyone enjoyed our shortened version of the tour round Am Fasgadh at the Folk Park, Newtonmore for the Volunteer outing this summer. So much so that many of you have said you would like to take the full tour. This lasts for approximately 1½ hours and costs £4. It is essential that you book in advance. Tel: 01540 673551.

## TRAINING DATES - AUTUMN 2016 - Telephone/email Kirsty to book your places

<u>Course</u>	<u>Venue</u>	<u>Date</u>	<u>Times</u>
Deaf Awareness	The Hub, Aviemore	Thurs 3 Nov	10.00-13.00 inc lunch
Winter Driving	BSCTC Office, Aviemore	Mon 14 Nov	13.00-16.00 inc lunch
Telephonist Training	BSCTC Office, Aviemore	Wed 09 Nov	10.30-12.30 inc lunch

Skid Pan Training - Dates will be arranged when a minimum of 3 volunteers sign up - This is subsidised training and volunteers pay £50 towards the cost.

MiDAS training - this allows you to drive the BSCTC buses. Dates will be arranged as required.

## CAR SCHEME CHARGES

On the latest round of coffee mornings one volunteer asked to have the current charges clarified for the benefit of all volunteers. So they are:

Passenger charge @ 35p per mile

Miles	Total Charge	Miles	Total Charge
1	£4.00	16	£5.60
2	£4.00	17	£5.95
3	£4.00	18	£6.30
4	£4.00	19	£6.65
5	£4.00	20	£7.00
6	£4.00	21	£7.35
7	£4.00	22	£7.70
8	£4.00	23	£8.05
9	£4.00	24	£8.40
10	£4.00	25	£8.75
11	£4.00	26	£9.10
12	£4.20	27	£9.45
13	£4.55	28	£9.80
14	£4.90	29	£10.15
15	£5.25	30	£10.50

£4.00 minimum charge

£6 charge if waiting time is over one hour for short local journeys

£6 MAXIMUM FOR MEDICAL JOURNEYS ONLY

## EXERCISE IN LATER LIFE

- Older adults, both male and female, can benefit from regular physical activity.
- Physical activity need not be strenuous to achieve health benefits.
- Older adults can obtain significant health benefits with a moderate amount of physical activity, preferably daily, eg walking, gardening, housework.
- Previously sedentary older adults who begin physical activity programs should start with short intervals of moderate physical activity (5-10 minutes) and gradually build up to the desired amount.
- Older adults should consult a doctor before starting a new physical activity program.
- The loss of strength and stamina attributed to aging is in part caused by reduced physical activity.
- Inactivity increases with age. By age 75, about one in three men and one in two women engage in no physical activity.
- Social support from family and friends has been consistently and positively related to regular physical activity.

### Benefits of Physical Activity

- Helps maintain the ability to live independently and reduces the risk of falling and fracturing bones.
- Reduces the risk of dying from coronary heart disease and of developing high blood pressure, colon cancer, and diabetes.
- Can help reduce blood pressure in some people with hypertension.
- Helps people with chronic, disabling conditions improve their stamina and muscle strength.
- Reduces symptoms of anxiety and depression and fosters improvements in mood and feelings of well-being.
- Helps maintain healthy bones, muscles, and joints.
- Helps control joint swelling and pain associated with arthritis.

## NEW TRAFFIC WARDEN IN THE VALLEY

There has been some discussion amongst volunteers and staff about parking in the light of a new traffic warden being appointed. The following points have been highlighted as a result:

- As people have been taking liberties where parking is concerned, it is thought that the new traffic warden is going to be strict from the start.
- The warden's post covers Aviemore, Grantown and Kingussie.
- It was thought that having a word with the new traffic warden would not achieve anything at the moment because they have to sort out a difficult situation first.
- The volunteer driver will be responsible for where they park and are not encouraged to break the law.
- If a client is unable to walk from a legal parking space to their destination they should be encouraged to apply for a blue badge.
- Where a client's blue badge has run out, they are to be encouraged to re-new it.
- It should be noted however, that even with a blue badge, this does not entitle the driver to park just anywhere.
- The blue badge holder ought to be able to inform the driver of the restrictions.
- Ultimately the volunteer driver is responsible for abiding by the law



### Quiz Winner

Anna Rainy Brown from Grantown on Spey was the first correct winner drawn out of the hat for the summer sudoku. She wins a little prize. To mark the time of year we have an autumn quiz for you this time around.

### REMEMBER TO USE

[www.easyfundraising.org.uk](http://www.easyfundraising.org.uk) before making any internet purchases so that the Transport Company benefits. With Christmas not too far away, this is an excellent time to help raise funds for BSCTC. Simply log into the Easyfundraising site before logging onto your chosen shopping site. You will be able to access your chosen site from there and once you have selected BSCTC as your charity, then a donation will be sent to us for every purchase you make...at no extra cost to yourself.



The deadline for contributions for the next newsletter is Friday 1st March.

#### CONTACT DETAILS:

Maggie Lawson MBE - Community Transport Development Manager  
 Kirsty Riach - Car Scheme Co-ordinator  
 - Newsletter Editor  
 Roslyn Munro - Social Development and Recruitment Officer  
 Dorothy McIntosh - Office Manager  
 Helen Morris - Friendship Project Co-ordinator  
 Billy Boyle - CTV Driver  
 Keith Hunter - Bus Driver

Badenoch & Strathspey Community Transport Company  
 2 Inverewe, Aviemore, Inverness-shire, PH22 1RH

Email: [info@ct4u.co.uk](mailto:info@ct4u.co.uk)  
 Phone: 01479 810004  
 Website: [www.ct4u.co.uk](http://www.ct4u.co.uk)  
 Facebook: [www.facebook.com/BSCTC](http://www.facebook.com/BSCTC)

#### OFFICE ACCESS:

Please note when visiting us, you can park in the Winking Owl Car Park for only 15 mins.



LOTTERY FUNDED